

HUMAN RESOURCES DIVISION
CIVIL SERVICE UNIT

BILINGUAL SELECTIVE CERTIFICATION

Personnel Administration Rule .08(6) provides that if a requisition is made calling for persons having specialized and job-related qualifications in addition to the general qualifications already tested by an examination, the Personnel Administrator may, subject to certain guidelines, issue a selective certification of names only of such specially qualified persons from the appropriate eligible list.

Such selective certifications have been authorized in instances in which an appointing authority can clearly document that individuals in a particular title must have the additional qualification of fluency in a language other than English in order to adequately serve the public.

In order to receive a certification from an eligible list of those who have indicated that they possess fluency in a language other than English, the appointing authority must complete the Bilingual Selective Certification questionnaire, a copy of which is included here. Based upon the information provided relative to the non-English speaking population served and the nature and frequency of contact with that population exercised by those in the title, a determination will be made as to whether selective certification may be issued.

It must be noted that candidates who have indicated, at the time of the examination, that they possess fluency in a language other than English have not been tested by HRD to evaluate such fluency. It is the responsibility of the appointing authority to ensure that such testing is conducted for all applicants being considered for appointment from the bilingual selective certification.

Questions relative to the selective certification process may be addressed to Human Resources Division, Civil Service Unit at aacivilservice@massmail.state.ma.us

**HUMAN RESOURCES DIVISION
REQUEST FOR BILINGUAL SELECTIVE CERTIFICATION**

MUNICIPALITY: _____
POSITION TITLE : _____
LANGUAGE REQUIRED: _____

DEPARTMENT _____
NO. of VACANCIES: _____
REQUISITION NUMBER: _____

The following information is submitted in documentation of this request for bilingual selective certification.

- A. Number of the client population requiring this bilingual ability: _____
(Predominately non-English speaking)
Total number of the client population served: _____
(Population of city/town)
- B. Number of employees in position title with this bilingual ability: _____
Number of employees in other positions with this bilingual ability: _____
Total number of departmental employees: _____
- C. Detail the reasons why bilingual capability is needed in the context of the specific duties and responsibilities of this position.
Some examples for police officer positions are the ability to effectively communicate rules, laws, procedures, commands, information, etc. Able to assess emergency situations through communicating in same language
(Use additional sheets if necessary)

- D. Describe the nature and frequency of the contacts between employees in the position title and the non-English speaking members of the population served.
Some examples of nature of contacts for police officer positions are responding to various calls, assisting members of population with inquires, traffic responses, etc.
Document the frequency of these types of contact. (Use additional sheets if necessary)

Name of Contact Person: _____

Title

E-mail Address

Appointing Authority Signature & Title

Date

ATTACH COMPLETED QUESTIONNAIRE TO THE ON-LINE REQUISITION